



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

48737-67755271@requests.muckrock.com

MAR 15 2018

Katherine Bertash
MuckRock News
411A Highland Ave, DEPT MR 48737
Somerville, MA 02144

Re: FOIA-2018-00536

Dear Ms. Bertash:

This is in response to your request dated February 12, 2018 under the Freedom of Information Act seeking access to all complaints regarding Heartbeat International, received on or after April 20, 2013. In accordance with the FOIA and agency policy, we have searched our records as of February 13, 2018, the date we received your request in our FOIA office.

Your request did not indicate an agreement to pay any fees associated with the processing of your request. However, the Commission's fee regulations specify that fees less than \$25 will be waived. *See 16 C.F.R. § 4.8(b)(4)*. Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge. In the future, please provide a fee agreement to facilitate the processing of your request.

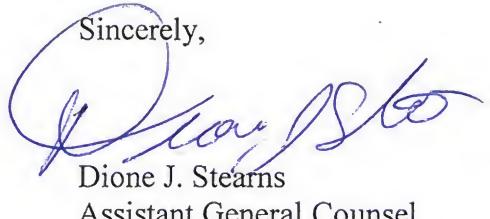
We have located 1 responsive complaint a consumer has made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaint has not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, or via email at FOIAAppeal@ftc.gov, within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via email at rgold@ftc.gov; or from the Office of Government Information Services via email at ogis@nara.gov, via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Jacqueline Lightle at 202-326-3737.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel